

Community Services in Rockville

Keeping the Spirit of Giving Alive



In Their Own Words

How Rockville Has Changed With Diversity

Larry Giammo, Mayor of Rockville

“Ultimately I would like to get all residents involved in City government and programs so they are more a part of Rockville. In some cases, we have communities living side by side that barely interact with each other. That must change. This can be done formally—through participation on boards and commissions—and informally—through other types of community outreach efforts.

“We can not just hope that some of our newer residents—ones not familiar with our opportunities—will simply join in. We must do some reaching out, and over the next few months, I will be inviting in citizens from various groups to discuss their needs and perceptions. From there, we will carve out some paths as to the best means to get them—and people like them—involved in our City.

“I plan on looking at what other cities and towns have done to build and maintain a strong sense of cohesiveness within their communities. An option we

cate ourselves about the different cultures that live in Rockville.

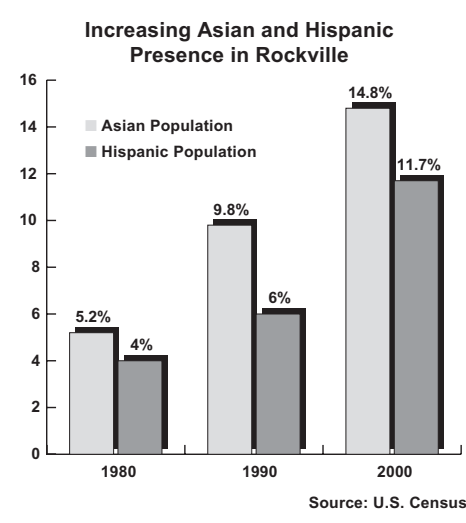
Agnes Saenz, Managing Director of Community Ministries of Rockville

“We have seen the Asian and senior populations grow fairly rapidly. Many of the county programs that care for the elderly have a waiting list. The biggest change we have seen recently is that it is becoming more difficult for seniors to buy food, especially as the price of housing and medical bills increase. We recently started working with the Manna Food bank to deliver a box of food each month to needy seniors. Also, our Elderly Ministries program is very popular among seniors. That’s where we send an aide out to the homes of seniors to help with shopping, housework, transportation and any other special needs.

Rose G. Krasnow, former Mayor of Rockville (from 1995-2001)

“More diversity means some citizens who have life-threatening needs may not have a clue on how to access city services. One way to overcome communication barriers would be to have a list of translators on hand in City Hall.

“Seniors are another demographic of the population that is changing. In general, they find the Montgomery County area a tough place to live. Housing is expensive, taxes are high and it can be hard to get around. Our Senior Center already does a wonderful job of addressing transportation needs. Still, any degree of diversity creates its own set of frictions. We have seen cultural differences cause conflict in communities—everything from parties that go too late to clothes being hung out in the front yard. Luckily, our community mediation pro-

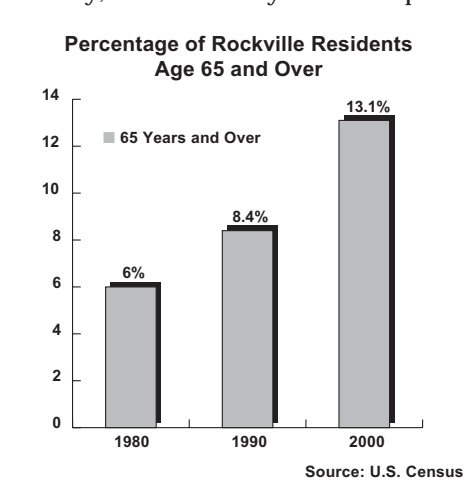


may want to study would be hiring a non-profit organization that specializes in community outreach efforts for diverse populations.”

Geoff Becker, Chairman of the Human Service Advisory Commission

“I have seen these changes not only as a member of the commission, but also as a citizen who has lived in Rockville for 15 years. Diversity strengthens any community, but it also imposes new challenges, especially in the areas of outreach and information.

“Ensuring all citizens are able to access and understand city services is something the City has actively been working on. There are already many English language and naturalization programs in place to help immigrants become U.S. citizens. But communication will continue to be a challenge. With the Asian community, you have many different languages, such as Chinese, Japanese and Vietnamese. Perhaps our biggest challenge as a city will be to edu-



gram—where citizens learn how to resolve conflicts—is in place so disputes can be settled before the police have to be called.

“This country has always welcomed immigrants and we must work to assimilate them better. That’s going to be a prime challenge for the next Mayor and Council.” ■



Rockville helps its residents gain citizenship

In keeping up with the changing population, one of the services Rockville offers is classes to help City residents work toward gaining U.S. citizenship.

Census 2000: Rockville is Changing

In the past 20 years, the face—and faces—of Rockville have changed in many ways. Rockville has gradually become a City where more people speak different languages, and the cultural changes have helped create a community that is thriving by emphasizing its diversity. However, the evolution, in some ways, has led to a City with more populations that require additional special needs.

The 2000 U.S. Census shows that the number of Asian and Hispanic residents who live in the City has nearly tripled, from 4,500 in 1980 to more than 12,000 today. Among the Asian population, the most pronounced growth has been in the number of Chinese Americans and Asian Indians. Today, the percentage of Asian Americans living in Rockville is greater than anywhere else in Montgomery County.

The Census also revealed another

change in the nature of the City’s population in that people who live in Rockville tend to stay here. Today, 13 percent of all City residents are seniors, with 13 percent of these residents over age 84.

While these demographic shifts make the city a more culturally rich place to live, they also present a new set of challenges for the City’s human service providers. The City has numerous programs in place to care for citizens with special needs, but more can always be done. In the future, it may mean offering additional English classes in local neighborhoods or strengthening programs designed to assist seniors who have special transportation needs.

The following pages offer descriptions and contact information for the various human service programs in and around Rockville. This special insert also suggests ways to lend a helping hand. ■

Neighbors Helping Neighbors

Community is the thread that sews our nation together. The traumatic events of Sept. 11 led many people to

redefine their sense of community, family and what is truly important in life. In Rockville, there is strong tradition of neighbors helping neighbors. This spirit

of community is one of the reasons Rockville is a vibrant place to live, work and play.

But challenges lie on the horizon. As the economy slows, unemployment rolls fatten and federal welfare benefits for many individuals expire this year, demands for special services are increasing. This is especially true in the areas of emergency assistance, prescrip-

tion drug funding and food.

“We know there are thousands of people who are struggling in the City

right now,” said Rev. Mansfield Kaseman of the Community Ministries of Rockville. “My greatest concern is that people who gave to victims of Sept. 11

will not give during the holidays [to other organizations in need]. I am making a special appeal to go over and beyond this year. We have very deserving economic victims of our own right here in Rockville.”

By giving money—as well as time—all Rockville residents can have the opportunity to continuously improve their quality of life. ■

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Help for the Homeless

Chase Partnership House

- 37-bed shelter for homeless men who are recovering from drug and alcohol abuse and who may have a chronic mental illness.
- Services include: hygiene/laundry facilities, a structured evening program, a computer lab, recreational activities, case management and coordination of services.
- **Contact person:** Darrell Butler
Phone: 301-762-8682 (ext. 344)
United Way designation #: 8420

Dorothy Day Place

- 24-hour, seven-day a week, year-round transitional shelter for homeless women. Provides beds, three meals a day, laundry, showers, and telephone.
- Approximately 45 shelter residents receive on-site case management, substance abuse counseling, housing and job counseling, money management assistance, regular on-site medical care, legal services and expressive therapy activities.
- **Contact person:** Nola Dixon
Phone: 301-762-8314
United Way designation #: 8054



RISE program participants clear snow from the parking lot in front of Manna Food Center.

Helping Hands Center

- Provides emergency shelter to approximately 120 homeless women and small children 24 hours a day throughout the year.
- Services include: case management, three meals a day, private bedrooms, laundry facilities, assistance with job searches, budget management and help locating affordable housing.
- **Contact person:** Ann Chapman
Phone: 301-340-2796

Horizons House

- Serves as a transitional program, providing case management and support to women with physical and/or mental disabilities and fixed or very low incomes. Program's goal is to move residents into more independent housing within two years.
- Community Ministries of Montgom-



- ery County (CMMC) leased a large house and moved five women from Rockville shelters into this home in April 2001. A second house was leased in May 2001.
- **Contact person:** Priscilla Fox-Morrill
Phone: 301-770-2413
United Way designation #: 8230

Jefferson House

- Provides a transitional living site for homeless men who have finished a formal addiction treatment program. Supports their efforts to maintain sobriety and employment.
- Offers six men personal living quarters, support services, and social and recreational activities.
- **Contact person:** Gwen Robinson
Phone: 301-762-8682 (ext. 215)
United Way designation #: 8420

Men's Emergency Shelter

- Provides a safe place throughout the year for vulnerable men awaiting placement in another community shelter or for those not eligible for other shelters.
- Offers a warm, safe environment, shower and toilet facilities, laundry, hot beverages, snacks and a bed.
- **Contact person:** Sharan London
Phone: 301-217-0314

Montgomery Avenue Women's Center (MAWC)

- Daytime program and night shelter for the homeless population, located at Sophia House.
- Helps homeless women find jobs and assists with computer training, relocation assistance and prescription costs.
- **Contact person:** Norma Fagan
Phone: 301-762-2288

Community Services Great Places to Donate Your Time,



Little Herson Romero may think Dr. Sonia Modge has a new toy for him, but she is really giving his Mom a free digital thermometer. They are one of 600 families who will receive a free thermometer this year through "Catch the Fever Project" at local community clinics.

Rainbow Place Shelter

- Overnight winter emergency shelter at Rockville Presbyterian Church is in its 20th season of caring for women who have no other safe place to spend the night.
- Works to develop trust as the first step in helping homeless women obtain case management and the opportunity to move into transitional shelters.
- **Contact person:** Marnie Lehr
Phone: 301-762-3363

Sophia House

- Provides safe, year-round evening housing, laundry facilities, daily meals, and case management services seven days a week from 7 p.m. to 7 a.m.
- 28-bed emergency shelter for vulnerable homeless women who suffer from mental illness and/or drugs and alcohol addictions.
- **Contact person:** Khadijah Abdul Malik
Phone: 301-762-8682 (ext. 345)
United Way designation #: 8420

Stepping Stones Shelter

- Provides safe emergency shelter, food, clothing, case management, and supportive services to approximately 152 homeless parents and children each year.
- Services include: individual budget and financial counseling, employment and job workshops, computer training, domestic violence education, parenting classes and health education.
- **Contact person:** Tina McKendree
Phone: 301-251-0567

Food and Clothing

Interfaith Clothing Center

- Distributes donated clothes, housewares, school supplies, infant items, toys and children's books to low-income Montgomery County residents.
- The ICC's work is accomplished by hundreds of volunteers who annually provide more than 10,000 hours of service sorting, sizing, cleaning, displaying and distributing clothing and other goods.
- **Contact person:** Julie Maltzman
Phone: 301-424-3796
United Way designation #: 8230

Manna Food Center, Inc.

- Distributes food to Rockville residents in need of emergency help and to Rockville shelters, pantries and the Lincoln Park Community Center.
- Provides each household with a box of staples and perishables to feed a family of four for three days.
- **Contact person:** Tom Lawrey
Phone: 301-424-1130
United Way designation #: 8846

Rockville Meals-On-Wheels, Inc.

- Volunteers provide daily affordable meals (boxed lunch and hot dinner tray) to needy Rockville residents.
- Operates out of Crusader Lutheran Church on Veirs Mill Road.
- **Contact person:** Judith Henry
Phone: 301-340-1559

Services in Rockville

Talent, Money, and Keep it Local!



Youth and Family Services

Friends in Action

- Bilingual program that recruits, trains and supports teams of volunteers who commit to working with a low-income family for at least one year.
- Volunteer teams tutor children, teach adults budgeting skills, help parents obtain child care so they can work and generally provide a “helping hand.”
- **Contact person:** Monica Barberis-Young
Phone: 301-762-8682 (ext. 113)
United Way designation #: 8230

Amigo Program

- Provides a bilingual counselor to run groups for students new to Twinbrook Elementary School. Hosts “Parent Welcome” programs for parents.
- Offers assistance to parents in need of support services such as case management and consultations with school staff.
- **Contact person:** Ila Roy
Telephone: 301-978-9750
United Way designation #: 8278

- Offers full range of on-site primary care services (includes diagnosis, treatment and management of acute and chronic illnesses), well care (including immunizations), physical exams (for school, employment and day care), after hours telephone triage, and prenatal and delivery care to Medicaid HealthChoice recipients.
- **Contact person:** Amy Moorner
Phone: 301-340-7525 (ext. 138)
United Way designation #: 8419

Healthy Families Montgomery

- Provides intensive home visiting services to prevent child abuse.
- Links families to community resources and provides role modeling and parenting education related to child development, health and safety.
- **Contact person:** Margaret Easley
Phone: 301-840-3231
United Way designation #: 8098

Elderly Ministries

- Provides certified aides who help the elderly with cleaning, laundry and personal care through its *Home Care Program*.
- Offers free repair, maintenance and modifications to the homes of seniors and disabled persons through

- Health professionals provide primary and preventive health care, referrals to specialty care as necessary, and the diagnosis and management of chronic conditions.
- **Contact person:** Lynne M. McCombs
Phone: 301-493-2400
United Way designation #: 8157



Latino Outreach Children's Choir entertain guests at a holiday program.

Cultural Diversity

Latino Outreach Program

- Provides English and Spanish Literacy and naturalization classes for adults. Sponsors workshops in drug prevention and a job fair.
- While parents attend classes, pre-school children participate in enrichment classes staffed with bilingual instructors. Childcare is provided for children under age 2.
- **Contact person:** Cecilia Rohas
Phone: 301-762-8682 (ext. 115)
United Way designation #: 8420

Emergency Funds

Rockville Emergency Assistance Program (REAP)

- Provides financial assistance to residents faced with an emergency relative to shelter, utilities, medical conditions or job-related transportation.
- To be eligible for assistance, persons must have resided within the corporate city limits of Rockville for at least six months and provide documentation of their emergency.
- **Contact person:** Margaret Phillips
Phone: 301-762-8682 (ext. 106)
United Way designation #: 8420

- Contributions to REAP can be made directly through a designation on City water bills.

Rockville FISH

- All-volunteer organization serving residents of the City of Rockville.
- Provides emergency financial assistance with prescriptions, housing, utilities, transportation, and food.
- **Contact person:** Neil Hubbard
Phone: 301-564-0800



Shelter residents hold a car wash to raise money for the Chase Partnership House and Jefferson House.

Health Care

Community Clinic Inc. (CCI)

- Provides high-quality, accessible medical and nutrition care to indigent and homeless residents at three primary care centers throughout Montgomery County (most Rockville residents use CCI's Solomon Health Center located in Gaithersburg).

the *Safe & Habitable Home Project*.

- **Contact person:** Sylvia George
Phone: 301-762-8682 (ext.116)
United Way designation #: 8420

Mobile Medical Care (MobileMed)

- Brings primary health care to low income, uninsured and working poor residents with a mobile medical vehicle one morning a week at fixed sites.



The True Spirit

The annual Holiday Drive is a Rockville tradition that sees non-perishable food, new toys and financial contributions provide food baskets at Thanksgiving and food certificates and toys in December. The Mayor and Council, on Oct. 22, kicked off the drive with a proclamation issued before representatives from several Rockville schools.

On Oct. 31, a record 2,748 pounds of goods collected by Richard Montgomery High School students was delivered to the Manna Food Center. At this time, monetary donations would best help the effort. For more information, call 301-309-3183.

How YOU Can Make a Difference

Volunteer Opportunities

- Community Ministries of Montgomery County** invites you to “touch a life” by offering friendship to a family or adult. *Friends in Action* volunteers provide mentoring, advocacy, tutoring and more to help families maximize their independence. *Independent Living Project* mentors foster youth (ages 16-21) and their children. Small teams of mentors offer the support usually provided by parents and older siblings.
For more information: call Monica Barberis-Young at 301-315-1103
- Elderly Ministries** needs a volunteer to call clients and verify the services they have received. The time commitment is two hours a week and the volunteer can do this work from home.
For more information: call Sylvia George at 301-762-8682 (ext. 116)
- Interfaith Clothing Center** is always looking for new volunteers, especially bi-linguists. Help is needed in all program areas, including registering clients, sorting and restocking clothing, and reading and playing with children in their “Kids Korner.”
For more information: call Julie Maltzman at 301-424-3796
- Latino Outreach Program** is seeking volunteers interested in tutoring and offering support for young children. Help is needed Tuesday, Wednesday and Thursday evenings. This position is approved for Montgomery County Student Service Learning credit.
For more information: call Cecilia Rohas at 301-762-8682 (ext.115).
- Montgomery Avenue Women’s Center** welcomes volunteers to answer phones and serve lunch at the center, help publish the newsletter or fill a vacancy on the board of directors.
For more information: call Norma Fagan at 301-762-2288
- Rainbow Place** needs volunteers to donate time throughout the year. It also needs food and gifts during the holidays.
For more information: call Marilyn Rossie at 301-762-3363
- Sophia House** urgently needs evening meals for specific days each month. Meals should be balanced casserole dinners that can be easily reheated and can feed 30 adults.
For more information: call Khadijah Abdul Malik at 301-762-8682 (ext. 345).
- Rockville FISH** always needs volunteers to answer phones and provide information and referral services. It also needs help with transportation on Tuesdays, Wednesdays, and Thursdays.
For more information: call 301-564-0800. ■

Contributions to this special supplement were made by Community Services Specialist Sarah Gicale.

The Faces of City Community Services

The staff members of Rockville’s Department of Community Services provide essential outreach and support services to Rockville youth and families. For more information, please call 301-309-3390.



Arthur Billings

Primary Responsibilities: Teaches life and work skills to middle school youth through the Reaching Individual Self Improvement (RISE) program and provides community outreach services.

His thoughts: “Rockville takes a real hands-on, holistic outreach approach to assisting people in the community. It’s rewarding to watch the self-esteem of youth increase and teach them the importance of individual responsibility.”



Carol Binta

Primary Responsibilities: Coordinates Rockville’s Holiday Drive, a teen substance abuse prevention program, and a social skills development program for elementary students.

Her thoughts: “The most rewarding thing for me is witnessing the resiliency of residents who face loss, such as watching parents rebuild their family and their lives again after an eviction or similar crisis because they have a new set of priorities. The majority of times it doesn’t happen, but when it does, it makes all the other times fade.”



Marcial Candido

Primary Responsibilities: Provides group-counseling services for Hispanic youth.

His thoughts: “Helping a person make a positive change in their life is most rewarding. I work with many minority families. You have to be very creative in putting together a support system, setting goals and helping families adjust to changes. Recently, a couple of my kids from two years ago told me they had received scholarships and were on their way to a technical school in Ohio. Amazing!”



Janet Kelly

Primary Responsibilities: Coordinates the City of Rockville’s CHARACTER COUNTS!SM program and youth development programs for high school students.

Her thoughts: “When I see that a youth or an adult has developed a more positive view of self, and confidence in their ability, I feel that I have accomplished something.”



Yoojung Kim

Primary Responsibilities: Coordinates the Asian Community Club for high school students, Asian community outreach and the Teen Parent Support Program.

Her thoughts: “I enjoy working with teenagers who inspire me in many different ways. They listen, although they pretend they do not. Every year, I see my students at graduation ceremonies. It always makes me emotional.”



Barbara Murray

Primary Responsibilities: Coordinates a federally-funded parent and child-training program.

Her thoughts: “It’s rewarding to see families actually *complete* parenting classes. I have had people return after six months to tell me they enjoyed the program and they are getting along better as a family.”



Mandy Smith

Primary Responsibilities: Coordinates the City’s Mentoring Program, VITA Program (assisting eligible residents with tax returns), smoking cessation programs for high school youth and adults and Sahaja Yoga classes.

Her thoughts: “The most rewarding part of my job is being able to do different and unique programming tailored to the community’s needs. Rewards are literally watching a fourth grader run up and hug a senior mentor, or having a woman who never thought she would be able to stop smoking bring me a gift: her ashtray.”



Alfred Thompson

Primary Responsibilities: Provides case management for the Rockville Emergency Assistance Program, teaches parenting skills and provides housing counseling.

His thoughts: “I love to watch clients make positive changes in their lives. It is gratifying to see people accomplish their goals toward a positive livelihood and life style.”

Reaching Out, Incorporated

There are numerous ways businesses can reach out to ensure the City remains a vibrant place to do business. And not all of them take a great deal of time. Local businesses can develop programs in conjunction with the City or a local organization, make financial contributions and in-kind donations, or accommodate the schedules of employees who want to volunteer. Businesses often have resources that individuals do not. It is vital that everyone gives back to the community.

Recent examples include:
Last December Rory Coakley, president of **Rory S. Coakley Realty Inc.**, called a staff meeting that impacted the lives of his employees—and many others in the Rockville community. The meeting’s agenda: select a local charity the company could support throughout the year.

His employees chose a local shelter called **Stepping Stones**. Over the past 12 months, Coakley employees have devoted time and money to maintain the shelter. They have painted, cleaned inside and out, and even tilled the shelter’s vegetable garden when Mother Nature demanded.

“It has been very beneficial for our employees... Everyone feels better when they give back to the community that supports them.”

So do they plan to adopt a local organization again this year?
“Of course we do,” said Rory Coakley. “It is a corporation’s responsibility to help neighbors in need. Plus it makes good business sense.”

Coakley employees say the program gave them a positive charge throughout the year. But they are not the only group that feels fulfilled.

The Institute for Genomic Research (TIGR) found an equally-creative way to extend philanthropic efforts throughout the year.

Every few months the Rockville company shows a new release movie during lunch and charges employees a charitable admission fee, such as a can of food, unwrapped toy, or school supply. The items are donated to community groups.

“It is easy and we have a ball with it,” said Trina Eacho, an administrative assistant at TIGR. “Most people will give if there is a convenient avenue.”

Other Rockville companies have made it a seasonal tradition to reach out to the community.

Every December, the **Century Ford** dealership on Rockville Pike works with the City’s Department of Community Service to put a “Giving Tree” in its showroom. Each tree ornament lists a needy child’s name and their holiday wish list.

The Giving Tree make a vulnerable child smile during the holidays, as it does the dealership’s staff.

“It has been very beneficial for our employees,” said Annette Kennedy, office manager at Century Ford. “Everyone feels better when they give back to the community that supports them.” ■